CAREER OPPORTUNITY

Title: QA Manager

Hours: Full Time (37.5 hours/week, exempt position)

Brief Description: Assist the PASSPORT Site Director in the development, implementation, and evaluation of the PASSPORT Provider Quality Assurance Plan.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive):

- Review QA plan annually at the beginning of each new fiscal year.
- Assess needs for plan revisions and make recommendations to the PASSPORT Stie Director and ODA.
- Recommend QA plan changes at any time that ODA revises guidelines that may impact the QA plan.
- Assure the completion of provider reviews and client home visits as specified in the Site QA plan.
- Identify the need for provider technical assistance, review provider incident reports, follow up with clinical staff and providers, make visits as needed through monitoring and problem identification activities.
- Provide technical assistance for providers to assure the development of adequate plans for correction of problems.
- Monitor compliance with plan of corrections and provide ongoing assistance as needed.
- Provide ongoing assistance for all providers in understanding and meeting standards which reflect Site and ODA expectations.
- Interact with clinical staff, consumers, and network providers by following up on incident reports.
- Interact with Site Director and ODA regarding need for provider reviews (including but not limited to incident reports, disciplinary actions, rules changes, unit verification) policy, and reporting.
- Completion of contracting for ODA, assist individuals with completing self-directed provider applications including financials, ongoing quality assurance of self-directed and additional duties as required or requested by the director.
- Assure that appropriate documentation of all QA activities occurs on an ongoing basis using prescribed ODA monitoring tools where available.
- Develop forms and tools for use in data collection and reporting when not available through ODA.
- Assure all reports are completed and submitted as stated in Site QA plan or as required by ODA.
- Assure that all data and reports are maintained in a safe and confidential manner.
- Assure data collection and QA review of Senior Programing; data is collected, and outcomes are reviewed, analysis provided, and training of staff/provider as needed.
- Interact with clinical staff and network within the community to identify service needs within the site's geographical area.

- Recruit providers on an ongoing basis through various means including letters, advertisement, public presentations, and word of mouth.
- Identify obstacles in recruitment of providers and develop plans to eliminate obstacles.
- Assist applicants through the application and certification process, schedule, and complete certification review.
- Interact with Site Director applicant/provider and ODA regarding rate negotiation and approval.
- Follow ODA defined procedures and timelines regarding procurement, certification, and contracting.
- Provide initial and ongoing orientation to key provider staff to assure an understanding of all aspects of the PASSPORT program.
- Assure the completion of all activities required to generate new Provider Agreements and for the renewal of all Provider Agreements as they expire.
- Planning, direction, and coordination exists to implement services, programs, and Accreditations (NCQA, CARF)
- Plan and implement PIMS Modernization.
- Qualified staff recruited, hired, oriented, supervised, monitored, reviewed, and provided sufficient continuing education and support services to meet program and funding responsibilities.
- Contribute to realization of agency mission and objectives, including meeting professional standards of practice including but not limited to acting as an ambassador for the agency.
- Develop training programs and present to staff as needed.
- Attend meeting with Site Director and clinical staff, as scheduled.
- Attend various other meetings as requested and perform other job-related duties as requested.
- Qualified QA coordinator recruited, hired, oriented, supervised, monitored, and provided sufficient continuing education and support services to meet job responsibilities and contribute to realization of agency mission and objectives.
- Orient and train new staff to the QA process and provide all staff with current information on the QA plan.
- Assure all staff have current provider information and updated provider database.
- Attend provider meetings and case conferences with clinical staff, at the request of clinical staff and/or Site Director.
- Interact with Site Director and Case Management supervisors regarding identified service utilization issues.
- Interact with clinical staff to identify and solve provider issues.
- Provide coverage for Clinical Manager, Director, Supervisors, and staff as needed.

Minimum Requirements:

- Associate degree or equivalent in Nursing or a bachelor's degree in social work.
- One-year prior experience in home health care, medical social work, geriatric, or another substitute as approved in advance by ODA.

- LSW and/or RN license
- Successful completion of Community Care Choice modules and certification testing
- Knowledge of senior programs, Medicaid rules and regulations, assessments, geriatrics
- Knowledge of case management and crisis intervention
- Ability to work with a variety of people with different backgrounds, expectations and education level.

Interested candidates should send a resume with salary requirements to:
Human Resources, Catholic Social Services of the Miami Valley
922 W. Riverview Ave., Dayton, OH 45402
Or email to jobs@cssmv.org or fax to (937) 222-6750